

EXHIBIT B

**BBB AUTO LINE
Customer Claim Form**Case number: BMW1217489
Contact Date: 04/18/12
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFORMATION

Titled owner: Ms Karen White C/O Leonard Bennett		
Mailing address: 763 J. Clyde Morris Blvd #1A		
City: Newport News	State: VA	Zip code: 23601
Day phone: (757) 930-3660	Evening phone:	Cell phone:
Fax: (757) 930-3662	E-mail address: lenbennett@clalegal.com	

SECTION 2: VEHICLE INFORMATION

Make: BMW	Model: 335	Year: 2009	Current mileage: 50759
Name(s) that appears on the vehicle title: Karen White			
Selling dealer/city/state: Casey BMW, Newport News, VA			
Primary Servicing dealer/city/state: Casey Auto Group,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 05/29/09		Mileage at purchase/lease:	
First repair attempt date: 11/19/09		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: <input type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no		Date of accident:	
Description of damage:			

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

Model is a 335d.
The full purchase price of the vehicle plus damages and attorney fees

Please complete the missing information in the box below and on page 2.

VEHICLE IDENTIFICATION NUMBER <u>WBP N73 569 A2 659 80</u>	
Lienholder/Leasing Company <u>Bmw</u>	Phone Number _____
Account Number _____	

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Case Number: BMW1217489

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example:				
A/C won't cool properly	Any Dealer, Inc.	2	4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day	yes
engine failure (replaced)		1		no
fuel injectors				yes
seat belt service light on				yes
rear tire noise				yes
headlight bulb warning				yes
check engine light				yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) Karen White Date 5/3/12

Printed Name of Titled Owner(s) Karen White

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE
3032 Wilson Blvd., Suite 600
Arlington VA, 22201
Fax: 703-247-9700
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BBB AUTO LINE

May 14, 2012

MS KAREN WHITE C/O LEONARD BENNETT
763 J CLYDE MORRIS BLVD #1A
NEWPORT NEWS VA 23601

Re: BMW1217489 White vs BMW of North America WBAPN73569A265980

Dear Ms. Karen White C/O Leonard Bennett:

I would like to thank you for your interest in the BBB AUTO LINE program. Unfortunately, after carefully reviewing your claim and the program eligibility standards set out in the *Program Summary*, I have determined that your vehicle exceeds the age requirement for filing with the BBB AUTO LINE program.

I regret we will not be able to help you.

Sincerely,

Mary Ann Khalifeh at Extension 527

CC: BMW Admin